

## IMPLEMENTATION OF THE SOBAT DUKCAPIL APPLICATION SYSTEM AT THE TANGERANG CITY POPULATION AND CIVIL REGISTRATION SERVICE

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### ABSTRACT

The advancement of information technology has led to institutions striving to make prompt and effective decisions in all activities they undertake. In 2020, during the COVID-19 pandemic, the Tangerang City Population and Civil Registration Office developed the Sobat Dukcapil application to simplify population administration processes. However, the application has experienced issues such as incomplete services, server maintenance, and inadequate socialization to the entire community. This research aims to investigate the implementation of the Sobat Dukcapil Application System at the Department of Population and Civil Registration in the City of Tangerang. Qualitative research methods were employed, and data was collected through interviews, observation, and documentation. The analysis was carried out using George C. Edward III's theory, which has four indicators, namely: communication, resources, implementers' attitude/disposition, and bureaucratic structure. The study found that the implementation of the Sobat Dukcapil application system at the Tangerang City population and civil registration service was successful. The community welcomed the application because it was efficient in saving time, costs, and energy.

**Keywords:** Population Service, Sobat Dukcapil Application, Tangerang City Population and Civil Registration Service

### 1. INTRODUCTION

In the current era of globalization, an appropriate governance system for an institution or institution, better known as Good Corporate Governance (CGC), is absolutely necessary. With the existence of a good governance system, good performance from management can produce output that is in line with the goals of the institution or institution.

The development of information technology makes institutions and agencies think about how to make appropriate and fast or effective and efficient decisions in all activities carried out. It is hoped that the application of information technology systems can be useful in helping activities because information systems supported by information technology can support decision making and can bring success to activities carried out, such as in the business, economic, social political and educational fields (James A. O'Brien & Maracas, 2017)

Current information systems have a significant impact on multidimensional aspects in the sense that they cover various aspects of business life such as banking, education, tourism and others. This is because information systems play an important role in providing better services and competitive advantages, so innovation in marketing is needed or what is called entrepreneurial marketing (Hidayatullah et al., 2019). This is a challenge for organizations to continue to improve the success of their information systems and continue to monitor what needs to be improved and added so that system users can be satisfied (Jaafreh, 2017).

Currently, the use of information systems is increasing very rapidly, the speed of information is very necessary for all activities, especially in the conditions of the Covid-19 Pandemic. The government's appeal stating work from home, social distancing and adjustments to work systems does not mean that public servants are stopped, but that all activities are carried out with the help of information technology or online.

The increasingly developing era which is always related to science and technology means that central and regional governments are required to be able to operate sophisticated technology to provide the public with good services. This is stated in PERMENDAGRI Number 7 of 2019 concerning Online Population Administration Services which aims to build effective and efficient government governance in serving population administration. PERMENDAGRI Number 7 of 2019 in article 1 paragraph 2 states that the processing of population documents for data senders/requirement files is carried out through electronic media that line the web by utilizing technology, communication and information facilities. This policy is the government's effort to bring order to population administration.

The Tangerang City Government made a new innovation by launching a SOBAT Innovation (Online Solution to Help Complete Administration) belonging to the Tangerang City Population and Civil Registration Service. This innovation

is intended to make it easier for people to manage Population Administration. With this application service, all requests related to population administration services can be made anywhere and at any time because it uses an online system. People will just wait for the finished document to be sent in PDF via WhatsApp.

The Dukcapil Friends application was only published by the Tangerang City government in August 2020, where the innovation issued by this government can still be said to be developing. The Tangerang City government is considered to have been hasty in publishing this innovation because in the realization of this innovation there are still many shortcomings, including server errors, slow hotline service, and there must also be a fast internet network to be able to access this innovation.

The Department of Population and Civil Registration of the City of Tangerang is part of a regional government structure which has the task of assisting the Mayor in carrying out government affairs in the field of Population and Civil Registration which is the authority of the region and assistance tasks given to the region in accordance with the Mayor's vision, mission and program as outlined in the Plan Regional Medium Term Development is in accordance with Tangerang Mayor Regulation Number 69 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Population and Civil Registration Service.

The focus of the research comes from the phenomena in the field to be studied. The focus of this research will help writers and readers know the problems to be researched. With observations that occurred in the field, the author found several problems in the City Population and Civil Registration Service.

1. The Sobat Dukcapil application is not yet optimal because people don't know about the Sobat Dukcapil application.
2. The obstacles faced by IT and society are related to server errors, maintenance and network problems.
3. This research aims to determine and analyze the implementation of the Sobat Dukcapil Application system at the Tangerang City Population and Civil Registration Service.

### **Theoretical framework**

In general, implementation in the big Indonesian dictionary means implementation or implementation. The term implementation is usually associated with an activity carried out to achieve certain goals. Implementation is the placement of ideas, concepts, policies or innovations in practical action so that they have an impact, whether in the form of changes in knowledge, skills or values and attitudes.

Policies or policies are generally used to show the behavior of an actor, for example an official, a group or a particular institution to solve a problem being faced. Policy is a series of actions/activities proposed by a person, group or government in an environment where there are obstacles and opportunities for the implementation of the proposed policy in order to achieve certain goals. (Agustino, Leo. 2008:120).

Implementation is a very crucial stage in the policy process, because without effective implementation, policy makers' decisions will not be successfully implemented. In order to gain a good understanding of the implementation of public policy, we must not only highlight the behavior of administrative institutions or bodies responsible for a program and its implementers towards the target groups, but also need to pay attention to various political, social and economic power networks, which directly or indirectly influences the behavior of various parties involved in a program which ultimately has an impact on the program. (Agustiono, 2006)

Implementation is the implementation of a policy where actors work together to explain a policy in an effort to achieve policy goals. The implementation of the Sobat Dukcapil Application is a program implemented by the Tangerang City Population and Civil Registration Service as a medium created for orderly online-based administration in the population sector.

The Sobat Dukcapil application is an application developed by the Tangerang City Population and Civil Registration Service to make it easier for the people of Tangerang City to process Population and Civil Registration Documents online so that people do not need to come to the office. The Sobat Dukcapil application and website were only published in 2020 to make it easier to process population documents and avoid crowds because in 2020 there was the Covid-19 pandemic in Indonesia, especially in Tangerang City, so the Tangerang City Population and Civil Registration Service carried out online services.

The purpose of the Sobatdukcapil application is to make an online application for the public to assist with complete population and civil registration documents. Applicants only need to register on the application and prepare the requirements that have been prepared then upload the requirements, then the population and civil registration service

operator verifies the files that have been uploaded. If the files are complete and appropriate, then the population and civil registration documents will be sent in PDF via email/WhatsApp.



**Aplication Logo Sobat Dukcapil**

## **2. METHOD**

The research approach used is a qualitative method with a descriptive approach. The qualitative research method is called a new method, because it has not been popular for a long time, it is called a postpositivistic method because it is based on the philosophy of postpositivism. This method is also called an artistic method, because the research process is more artistic (less patterned), and is called an interpretive method because research data is more concerned with the interpretation of data found in the field.

Qualitative research methods are often called naturalistic research methods because the research is carried out in natural conditions (natural settings); also called the ethnographic method, because initially this method was more widely used for research in the field of cultural anthropology; It is called a qualitative method, because the data collected and the analysis is more qualitative in nature.

Qualitative research method is a research method based on the philosophy of postpositivism, used to research the conditions of natural objects, (as opposed to experiments) where the researcher is the key instrument, data collection techniques are carried out triangulation (combined), data analysis is inductive/qualitative. , and the results of qualitative research emphasize meaning rather than generalization.

The research method used is a descriptive method, namely a research method that is based on general data and information. Aimed at describing existing phenomena. The research was carried out qualitatively based on existing and available data collected in order to obtain material to be able to provide answers to existing problems and so that the results obtained could be justified scientifically. (Sugiyono, 2009).

## **3. RESULTS AND DISCUSSION**

This research consists of the results of the author's observations conducted on several informants such as Application admin staff, IT Disdukcapil and the community. The focus of this research is in accordance with the line of thinking used, namely:

### **1. Communication**

Communication can be interpreted as the process of conveying information from the communicator to the communicant. Information needs to be conveyed so that policy actors can know and understand the issues, goals, direction and objectives of the policy and so that policy actors can properly prepare what must be prepared and done to implement the policy. So, the policy objectives can be achieved as expected.

In this case, the Tangerang City Population and Civil Registration Service carried out the process of conveying information through socialization. With socialization, a program can be known by the public and other parties who are the object of socialization so they can use the application well.

The outreach was organized by the Population and Civil Registration Service to the people of Tangerang City and agencies or bodies that collaborate with the Population and Civil Registration Service in Tangerang City. There are many ways of socialization carried out by the Population and Civil Registration Service, such as via sub-districts, village offices, hospital facilities, social media, newspapers, and Disdukcapil stands in malls and other government areas.

### **2. Resources**

Resources are important for policy implementation. The resources in question are human resources, finance, tools (buildings, equipment, land and other spare parts), information and also authority. The aspects involved in this party are the community, staff and IT of the Population and Civil Registration Service.

### **3. Disposition (executing attitude)**

Disposition (implementing attitude) which is the will or desire and tendency of policy actors to implement policies correctly and seriously, so that their goals will be achieved. The Tangerang City Population and Civil Registration

Service has carried out outreach according to its objectives and the community understands and has high interest because this application will benefit the community in terms of energy, time and costs.

#### 4. Bureaucratic Structure

Bureaucratic structure is the final factor that also influences policy implementation. These factors include elements of organizational structure, division of authority, relationships between agencies and organizational relationships with outside organizations. Communication between the Head of Service and the staff is always well maintained, especially since the staff have received their respective main functions.

These four factors, as already mentioned, will influence the level of success and failure of policy implementation.

## 4. CONCLUSION

Based on the results of interviews conducted by the author regarding the implementation of the Sobat Dukcapil Application System at the Tangerang City Population and Civil Registration Service, it can be concluded that the implementation of the Sobat Dukcapil Application System has gone well by looking at several indicators such as:

1. In the Communication indicator, the Tangerang City Population and Civil Registration Service carries out outreach to the public via social media belonging to the Population and Civil Registration Office, also via sub-districts, sub-districts, hospitals, health centers and all agencies that collaborate with the Population and Civil Registration Service. The community is enthusiastic about the Dukcapil Friends application because according to the community, this application really helps the community in carrying out Population Administration. Plus, there's no need to queue, which really saves time and energy.
2. In the resource indicator, the Tangerang City Department of Population and Civil Disabilities has IT and staff who are competent in creating and developing the Sobat Dukcapil Application.
3. In the Disposition indicator, in this case the Population and Civil Registration Service, that any problems that occur, such as server maintenance, application status rejected or not accepted, will always be handled quickly. So people don't have to wait too long for the population administration process to match the estimate given, namely 5 working days and send a PDF via WhatsApp.
4. In the Bureaucratic Structure indicator, the Tangerang City Population and Civil Registration Service collaborates with third parties such as Kominfo for the security process of public data.

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